



E-GOVERNMENT ADVISORY COUNCIL

Montana Interactive General Manager's Report

2nd and 3rd Quarter 2012

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2ND AND 3RD QUARTER 2012

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2nd and 3rd Quarter 2012

Executive Summary:

2012 Non-Monetary Transactions processed to date.....	3,150,057
2012 Monetary Transactions processed to date.....	4,151,747
2012 Statutory/Rule funds collected to date.....	\$420,447,619
2012 Web visits to mt.gov services to date.. ...	5,025,589
State costs avoided by not paying development or maintenance costs.....	\$9,723,964

Projects:

7 new eovernment services were launched during the second and third quarters of 2012.

- Missoula County launched a payment processor to allow their citizens to pay various fees via credit/debit card or electronic check.
- Department of Public Health and Human Services launched an application called Plan First to allow citizens to apply for family planning resources.
- University of Montana – Western launched an On-Campus Housing Payment service
- Department of Justice, Gambling Control Division launched a Live Table Permitting and Renewals service.
- Department of Revenue launched a mobile responsive version of their Income Tax Express service to better meet the needs of citizens utilizing their site on a mobile device.
- Secretary of State launched both a mobile responsive version as well as native applications of their Voter Information and Polling Place Locator service.

A detailed list of the services launched is provided on page 4.

In addition to the new services launched, 3 Virtual Cashier/Terminals and 22 Conference Registration services, along with 21 enhancements/additions to existing services were also launched in the second and third quarters of 2012.

The project queue lists 38 services currently being scoped, prototyped, coded or in testing and 16 in planning and consideration.

Marketing:

Mobile was a major focus in the second and third quarters of 2012 with both the Secretary of State and Department of Revenue launching mobile responsive sites to meet the needs of the increasing number of customers accessing Montana services using a mobile device. Secretary of State also launched native applications in both the Android and Apple markets.

In September, Montana Interactive attended the County Clerk and Records annual conference in Lewistown and presented the state's Over the Counter payment processing solution. The presentation was well received and 4 – 5 new counties have expressed interest in utilizing the service.

The reporting component of the Prescription Drug Registry is being actively utilized by all pharmacies licensed in the state. At the end of the third quarter of 2012, over 1.4 million prescriptions have been reported.

Staffing:

Montana Interactive has added a project manager to our team; Heidi Harting-Rex joined us in July 2012. Montana Interactive is fully staffed with 14 full-time employees.

New Applications 2012		
<u>Service</u>	<u>Agency</u>	<u>Launched</u>
Inmate Banking MT Women's Prison	Corrections	01/26/2012
Bison Permits	Livestock	01/31/2012
Professional Licenses Payment Portal	Labor and Industry	01/31/2012
Burn Permits	Missoula County	03/01/2012
Burn Permits Interactive Voice Response (IVR)	Missoula County	03/01/2012
Burn Permit Public Map	Missoula County	03/01/2012
Burn Permits	Teton County	03/01/2012
Burn Permits Interactive Voice Response (IVR)	Teton County	03/01/2012
Burn Permit Public Map	Teton County	03/01/2012
Burn Permits	Jefferson County	03/01/2012
Burn Permits Interactive Voice Response (IVR)	Jefferson County	03/01/2012
Burn Permit Public Map	Jefferson County	03/01/2012
Prescription Drug Registry Upload	Labor and Industry	03/12/2012
Payment Processor	Missoula County	04/20/2012
Plan First – Family Planning	Public Health	04/30/2012
On Campus Housing Payments	UM – Western	05/15/2012
Live Table Renewals – Gambling	Justice	05/01/2012
Income Tax – Mobile	Revenue	05/11/2012
Voter Information and Polling Place Locator – Mobile	Secretary of State	09/06/2012
Voter Information and Polling Place Locator – Native	Secretary of State	09/28/2012
Enhancements/Additions 2012		
<u>Service</u>	<u>Agency</u>	<u>Launched</u>
Continuing Education – Rewrote to connect to new agency database	Labor and Industry	01/24/2012
Licensee List Download – Rewrote to connect to new agency database	Labor and Industry	01/24/2012
Conference Registration – HTML changes and added report	Administration	01/31/2012
Payment Portal – Implement more swipe devices	Lewis and Clark County	01/31/2012
AVID – Functionality Change Requests	Board of Crime Control	02/02/2012
Cute Chat – Security updates	Administration	02/08/2012
Continuing Education – More changes needed for connection to database	Labor and Industry	02/13/2012
My Voter Page – Added logos, HTML, and added ballots	Secretary of State	02/14/2012
Voter File – Added new identifier information	Secretary of State	02/29/2012
Pesticide Training – Email alert notifications	Agriculture	03/12/2012
Temp Tags – Add more fields for display	Justice	03/19/2012
Business Entity Annual Report – Add alias to agent and change zip code fields	Secretary of State	03/20/2012
Prescription Drug Upload – Numerous changes to service with change of rules	Labor and Industry	03/20/2012
Temp Tags – added functionality to assist dealers manage existing temp tags	Justice	04/27/2012
Building Permits – implemented new post back communication process	Labor and Industry	05/30/2012
Professional Licensing – implemented new post back communication process	Labor and Industry	05/30/2012

Enhancements/Additions 2012 (con't)

<u>Service</u>	<u>Agency</u>	<u>Launched</u>
Building Permits – added the ability to accept American Express payments	Labor and Industry	5/30/2012
Professional Licensing – added the ability to accept American Express payments	Labor and Industry	5/30/2012
Burn Permits – added the Hazard Reduction Agreement component	Lewis & Clark	05/01/2012
Mutual Aid – altered email address for notifications/requests	Administration	05/01/2012
Licensee List Download – added an Advanced Practitioner Nurse identifier	Labor and Industry	06/19/2012
Unemployment Insurance – added link to additional information	Labor and Industry	06/14/2012
Building Codes – added additional customer information to utility	Labor and Industry	07/24/2012
Professional Licensing – added additional customer information to utility	Labor and Industry	07/24/2012
Vital Records – HTML and functionality changes	Public Health	07/30/2012
Licensee List Download – added middle name column to list	Labor and Industry	08/14/2012
Market Permits – HTML changes	Livestock	08/23/2012
Prefilled Annual Reports – HTML changes	Secretary of State	08/23/2012
ePayments – Citation Roadside – added ability to accept international payments	Justice	08/22/2012
Driver Record Search – display additional record details	Justice	08/22/2012
Animal Health Import Permit – various HTML and functionality changes	Livestock	08/23/2012
Victims Database – additional reporting functionality	Justice	08/30/2012
Voter Information – integrated mobile responsiveness	Secretary of State	08/31/2012
Pavement Conditions – HTML changes	Transportation	08/31/2012

Virtual Cashier Implementations 2012

<u>Service</u>	<u>Agency</u>	<u>Q</u>
Fairgrounds	Gallatin County	Q1
Lab Fees	Livestock	Q1
Various Fees	Missoula County	Q2
Various Fees	Lincoln County	Q2
Conference Fees	Historical Society	Q3

Conference Registration and Training implementations 2012

<u>Service</u>	<u>Agency</u>	<u>Q</u>
Building Codes Education Conference	Labor and Industry	Q1
NDC's Economic Development Finance Program Certification Training	Commerce	Q1
2012 Septic Tank Pumper	Environmental Quality	Q1
MEDA Professional Development Training	MEDA	Q1
Spring Professional Development Training	Commerce	Q1
Accounting Conference	Administration	Q1
Governor's Conference on Aging	Health and Human Services	Q1

Conference Registration and Training implementations 2012 (con't)

<u>Service</u>	<u>Agency</u>	<u>Q</u>
Montana Works Training	Labor and Industry	Q1
CHIMES EA UAT Training/CHIMES EA Pilot Training	Health and Human Services	Q1
Kalispell Encampment	Historical Society	Q1
2012 Qualified Allocation Plan (QAP) Training	Commerce	Q1
2012 Governor's Conference on Worker's Comp and Occupational Safety and Health	Labor and Industry	Q1
Compost Operator Training	Environmental Quality	Q2
Uniform Physical Condition Standards Training	Commerce	Q2
2012 MT DNRC Floodplain Resource Seminar	Natural Resources	Q2
Construction and Demolition Debris Recycling Training	Environmental Quality	Q2
Economy, Energy and Environment Conference	Environmental Quality	Q2
Western International Forest Disease Work Conference	Natural Resources	Q2
Business Services Conference	Labor and Industry	Q2
2012 Arbitration and Labor Relations Conference	Labor and Industry	Q2
MEDA Eastern MT Professional Development Training	Commerce	Q2
2012 Annual MACo Conference	MACo	Q2
Sex Offender Community Re-entry Supervision: Best Practices	Corrections	Q2
Road Law Budget Workshop	MACo	Q3
Water Resources & Dam Safety Training	Natural Resources	Q3
WUTMB Household Hazardous Waste	Environmental Quality	Q3
Montana Aviation Conference	Transportation	Q3
Foreign Labor and MSFW Training	Labor and Industry	Q3
DRC/Vet Conference	Labor and Industry	Q3
2012 MT Gov Information Technology Conference	Administration	Q3
Low Income Housing Tax Credit Annual Compliance Training	Commerce	Q3
12 th Annual Medical Conference	State Fund	Q3
Budget Workshop	Commerce	Q3
2012 MEDA Fall Conference	MEDA	Q3

<u>Existing Services</u>	<u>Agency</u>	<u>Launched</u>
Absentee Voter List Download	Secretary of State	9/19/2006
Animal Health Permits	Livestock	12/30/2011
Applications and Draws	Fish, Wildlife and Parks	3/1/2004
Appointments	Governor	11/12/2004
Asbestos Accreditation Application & Renewal	Environmental Quality	11/19/2009
Banking and Financial Lookup	Administration	10/15/2004
Bidders List	Administration	9/17/2006
Bison Permits	Livestock	1/31/2012
Board of Public Education Agenda Request Notices	Board of Public Education	2/8/2010
Burn Permits	Lewis & Clark County	3/2/2009
Burn Permits	Gallatin County	3/1/2010
Burn Permits	Broadwater County	3/1/2011
Burn Permits	Madison County	3/1/2011
Burn Permits	Cascade County	4/1/2011
Burn Permits	Missoula County	3/1/2012

Existing Services	Agency	Launched
Burn Permits	Teton County	3/1/2012
Burn Permits	Jefferson County	3/1/2012
Burn Permits Interactive Voice Response (IVR)	Lewis & Clark County	3/26/2009
Burn Permits Interactive Voice Response (IVR)	Gallatin County	3/1/2010
Burn Permits Interactive Voice Response (IVR)	Broadwater County	3/1/2011
Burn Permits Interactive Voice Response (IVR)	Madison County	3/1/2011
Burn Permits Interactive Voice Response (IVR)	Cascade County	4/1/2011
Burn Permits Interactive Voice Response (IVR)	Missoula County	3/1/2012
Burn Permits Interactive Voice Response (IVR)	Teton County	3/1/2012
Burn Permits Interactive Voice Response (IVR)	Jefferson County	3/1/2012
Burn Permit Public Map	Lewis & Clark County	6/2/2009
Burn Permit Public Map	Gallatin County	3/1/2010
Burn Permit Public Map	Broadwater County	3/1/2011
Burn Permit Public Map	Madison County	3/1/2011
Burn Permit Public Map	Cascade County	4/1/2011
Burn Permit Public Map	Missoula County	3/1/2012
Burn Permit Public Map	Teton County	3/1/2012
Burn Permit Public Map	Jefferson County	3/1/2012
Business Entity Annual Reports	Secretary of State	10/15/2003
Business Entity Annual Reports -View	Secretary of State	10/15/2003
Business Entity Certificates	Secretary of State	8/2/2001
Business Entity Search	Secretary of State	8/2/2001
Business Tax Express – Brewery	Revenue	4/29/2008
Business Tax Express - Cigarette	Revenue	1/10/2005
Business Tax Express COGS	Revenue	7/1/2004
Business Tax Express – Corporate	Revenue	1/31/2005
Business Tax Express – Credit Card Payments	Revenue	1/17/2006
Business Tax Express LFT	Revenue	4/1/2004
Business Tax Express – Liquor tax	Revenue	1/17/2006
Business Tax Express – Mineral Royalty Withholding	Revenue	4/29/2008
Business Tax Express RVT	Revenue	5/1/2004
Business Tax Express Withholding	Revenue	1/1/2004
Business Tax Express – Winery	Revenue	4/29/2008
Candidate Filing	Secretary of State	1/22/2008
Candidate Download	Political Practices	3/30/2011
Candidate Registration	Political Practices	12/12/2007
Candidate Reporting	Political Practices	12/10/2009
Candidate Search	Political Practices	3/30/2011
Candidate Upload	Political Practices	12/10/2009
Certified Copies	Secretary of State	8/1/2003
Charitable Giving Payment Processor	Administration	10/1/2007
Child Support Payments	Public Health and Human Service	8/13/2007
Child Support Payment Display	Public Health and Human Service	6/13/2002
Committee Download	Political Practices	3/30/2011
Committee Registration	Political Practices	3/30/2011
Committee Reporting	Political Practices	3/30/2011
Committee Search	Political Practices	3/30/2011
Committee Upload	Political Practices	3/30/2011

Existing Services	Agency	Launched
Commercial and Non-Commercial Registered Agent Lookup	Secretary of State	10/1/2008
Conference and Training Registration	Administration	4/23/2010
Conference Registration	Administration	11/1/2005
Convicted Offender Network	Corrections	4/19/2002
Continuing Education - Realty	Labor and Industry	4/4/2006
Continuing Education – Plumbers	Labor and Industry	5/9/2006
Continuing Education – Electricians	Labor and Industry	5/9/2006
Corporate Records	Secretary of State	12/3/2003
Criminal History Background Search	Justice	6/6/2007
Dealer Agent Licensing Renewal	Livestock	4/1/2010
Dealer Agent Original Licensing	Livestock	6/7/2010
Debt Collection	Revenue	7/29/2010
Driver Practice Exam – Mobile App	Justice	7/12/2010
Driver Record Point-to-point	Justice	4/1/2002
Driver Record Search	Justice	4/8/2002
Driving Record Search - Public	Justice	6/1/2006
eBill Payment Portal Suite	Administration	12/17/2008
eBill Payment Portal	Environmental Quality	12/17/2008
Educator Licensing Application	Public Instruction	4/1/2010
Educator Licensure	Office of Public Instruction	9/4/2003
Educator Licensure Lookup	Office of Public Instruction	7/27/2004
End of Life Registry	Justice	2/28/2006
ePass Montana	Administration	9/17/2006
GIS State Database Collaboration	Administration	11/18/2009
ePayments – Citations Roadside	Justice	5/18/2010
Governor Admin	Governor's Office	11/12/2004
Historical Society Memberships	Historical Society	9/1/2001
Historical Society Shopping Cart	Historical Society	1/15/2003
Hunting and Fishing Licenses	Fish, Wildlife and Parks	4/1/2003
Income Tax Express	Revenue	3/21/2002
Income Tax Express - Mobile	Revenue	5/11/2012
Inmate Banking – Deer Lodge	Corrections	9/30/2010
Inmate Banking – MT Women's Prison	Correction	1/26/2012
Lewis and Clark County Needs Assessment	Lewis and Clark County	3/1/2005
Live Help	Labor and Industry	3/10/2010
Live Help	Commerce	5/31/2011
Live Tables - Gambling	Justice	5/1/2012
Lobbyist and Principal Search	Political Practices	1/8/2007
Lobbyist and Principal Download	Political Practices	1/8/2007
Machine and Route Owner Renewals – Gambling	Justice	4/16/2007
Market Permits	Livestock	7/21/2008
Meter Reads – Gambling	Justice	12/12/2006
Montana Connections – Prescreening	Health and Human Services	12/8/2010
Montana Connections – Application TANF, SNAP, HMK, Medicaid	Health and Human Services	12/8/2010
Motor Carrier Service	Transportation	10/2/2002
Nominations	Governor's Office	11/12/2004
Nursery Shopping Cart	Natural Resources & Conservation	9/4/2007
Nurses Aid Lookup	Health and Human Services	7/30/2008

Existing Services	Agency	Launched
On Campus Housing Payments	University of Montana - Western	5/15/2012
Parole Violators	Board of Pardons and Parole	6/1/2003
Pavement Conditions	Transportation	8/1/2005
Payment Portal – America’s Professorship	University of Montana	4/25/2009
Payment Portal – Building Codes Over the Counter	Labor and Industry	10/18/2010
Payment Portal – Building Codes Online	Labor and Industry	11/22/2010
Payment Portal – Lewis & Clark Swipes	Lewis and Clark County	11/1/2010
Payment Portal – Lobbyist Registration	Political Practices	11/25/2008
Payment Portal - Pharmacy Continuing Education	University of Montana	6/19/2008
Payment Portal – Physical Therapy	University of Montana	2/26/2010
Payment Portal – UM Tech	University of Montana	9/11/2006
Payment Portal – Professional Licenses	Labor and Industry	1/31/2012
Payment Portal - Admissions Applications MT Western	University of Montana	3/5/2009
Payment Portal – TAP	Revenue	8/27/2010
Payment Processor	Missoula County	4/20/2012
Permits – Gambling	Justice	3/12/2007
Pesticide Continuing Education Credit Lookup	Agriculture	5/1/2007
Pesticide Continuing Education Training Registration	Agriculture	5/1/2007
Pesticide Reporting Tools	Agriculture	6/29/2009
Pesticide Continuing Education Credit Lookup – Private Applicators	Agriculture	7/10/2009
Pesticide Continuing Education Training Registration – Private Applicators	Agriculture	7/10/2009
Plan First - Family Planning	Public Health and Human Service	4/30/2012
Pre-Filled Annual Reports	Secretary of State	2/26/2010
Prescription Drug Registry Registration Site	Labor and Industry	12/16/2011
Prescription Drug Upload	Labor and Industry	3/12/2012
Professional Licensee Continuing Education Course Lookup	Labor and Industry	4/4/2006
Professional License Renewal	Labor and Industry	11/1/2001
Professional License Renewal Specialties	Labor and Industry	11/15/2004
Professional Licensee Lists	Labor and Industry	1/15/2008
Professional Licensee Lookup	Labor and Industry	12/3/2001
Professional License Renewal Admin & Display	Labor and Industry	11/1/2005
PSAP	Administration	10/1/2003
Radio Frequency Permitting	Administration	4/1/2004
Radiology Administration	Public Health and Human Service	12/15/2004
Radiology Inspections	Public Health and Human Service	15/12/2004
Radiology Registration	Public Health and Human Service	11/15/2004
Recognition Award	Governor	2/26/2009
Record Search	Justice	1/1/2004
Registered Principal Name Search	Secretary of State	9/2/2003
Registered Principal Search	Secretary of State	9/2/2003
Residency Verification	Justice	4/1/2003
Search Engine	Statewide Service	7/31/2002
Security Application Scan	Secretary of State	5/18/2009
Sexual & Violent Offender Registry Downloads	Justice	1/17/2005
Sheep Permits	Livestock	7/21/2008
Shopping Cart Sales	Statewide Service	10/30/2001

Existing Services	Agency	Launched
State eCalendar Service	Statewide Service	5/23/2002
State MINE eCalendar	Administration	7/22/2009
Subdivisions Application	Environmental Quality	11/26/2008
Suggestion Submission	Governors Office	11/19/2004
Taxes – Gambling	Justice	3/12/2007
Temporary Registration Permits	Justice	4/1/2005
Temporary Registration Permits – Customer expansion	Justice	12/30/2005
Temporary Registration Permits – Expanded Permits and County System	Justice	4/21/2009
Temporary Registration Permits Security Interest	Justice	4/21/2009
Temporary Registration Permits Dealership Logo	Justice	11/10/2009
Trooper Memorial Fund	Justice	12/7/2010
UCC Bulk Data	Secretary of State	5/31/2004
UCC Copies	Secretary of State	5/10/2004
UCC Filings	Secretary of State	11/1/2003
UCC Searches	Secretary of State	5/10/2004
UI4Employers	Labor and Industry	1/10/2008
UI4Employers Phase II	Labor and Industry	8/5/2009
UI4U Claim Filing	Labor and Industry	1/15/2005
UI4U Reactivate/Reopen Claim	Labor and Industry	1/18/2005
UI4U Review Claim	Labor and Industry	1/16/2005
UI4U View 1099-G	Labor and Industry	1/17/2005
UI4U – File bi-weekly requests	Labor and Industry	4/1/2005
Underground Storage Tank II	Environmental Quality	10/6/2009
University of Montana –Western Shopping Cart	University of Montana	1/1/2010
University Tuition Payments Accounting	University of Montana	7/15/2004
University Tuition Payments - UM	University of Montana	1/22/2003
University Tuition Payments – MT Tech	University of Montana	10/15/2005
University Tuition Payments – MT Western	University of Montana	8/2/2006
University Tuition Payments – Helena	University of Montana	7/8/2010
Vehicle Registration Renewal	Justice	4/21/2009
Vehicle Search	Justice	4/16/2003
Vehicle Search 2	Justice	10/16/2003
Vehicle Search Public	Justice	4/13/2007
Vehicle Search State Agencies	Justice	9/13/2007
Victims Database	Justice	6/30/2010
Virtual Cashier	Statewide Service	9/1/2003
Virtual Terminal	Statewide Service	9/1/2003
Vital Records	Health and Human Services	4/28/2011
Voter File	Secretary of State	5/29/2002
Voter File Version II	Secretary of State	10/1/2008
Voter Information and Polling Place Locator	Secretary of State	10/7/2008
Voter Information and Polling Place Locator – Mobile	Secretary of State	9/6/2012
Voter Information and Polling Place Locator - Native	Secretary of State	9/28/2012
Voter Verification	Secretary of State	6/3/2004
Voter Verification Version II	Secretary of State	4/30/2008
Yellowstone Service Security	Yellowstone County	5/15/2003

Retired Services		
<u>Service</u>	<u>Agency</u>	<u>Launched</u>
Accountability	Governor	01/12/2010
Banking and Financial Bulk Downloads	Administration	05/15/2006
Civil Rights/DBE Tracker	Transportation	12/15/2001
Coloring Contest	Statewide Service	09/01/2001
Donate Life Montana	Labor and Industry	02/24/2009
Driver Control Record Access	Justice	07/15/2001
Electrical Permit	Labor and Industry	01/22/2007
Electrical Permit Lookup	Labor and Industry	08/01/2006
ePassport	Fish, Wildlife and Parks	05/30/2001
Income Tax Express Short Form	Revenue	01/14/2003
Organ Donation Payment Portal	Labor and Industry & Public Health	02/24/2009
Searchable Properties Service	Governor's Office of Economic Opportunity	08/06/2002
Underground Storage Tank	Environmental Quality	01/17/2006

<u>In Development Service</u>	<u>Agency</u>	<u>Status</u>	<u>Projected Launch</u>
Prescription Drug Registry Search	Labor and Industry	Development	Q4 2012
Digital Communications	Fish, Wildlife & Parks	Data Gathering	Q4 2012
Victim's Registration	Corrections	Development	Q4 2012
Driver Record Search State Agencies	Justice	Prototype	Q4 2012
Payment Processor	Public Instruction	Testing	Q4 2012
Asbestos Project Permitting	Environmental Quality	Testing	Q4 2012
Budget Status Reporting	Health and Human Services	Testing	Q4 2012
Cute Chat/ Live Help	Labor and Industry	Testing	Q4 2012
Donations	Historical Society	Roll out	Q4 2012
Montana Connections enhancement	Health and Human Services	Work Order	Q4 2012
Water Rights Permit	Natural Resources	Development	Q1 2013
Prescription Drug Registry Registrant Payment	Labor and Industry	Data Gathering	Q1 2013
Made in Montana	Commerce	Work Order	Q1 2013
Tax Tracker	Revenue	Testing	Q1 2013
Burn Permits, IVR, Mapping	Yellowstone County	Development	Q1 2013
Burn Permits, IVR, Public Mapping	Flathead County	Testing	Q1 2013
Regulation	Administration	Data Gathering	Q1 2013
ePass update	Administration	Development	Q1 2013
ConWeb – Mobile	Corrections	Development	Q1 2013
Meth Cleanup Certification	Environmental Quality	Data Gathering	Q2 2013
Burn Permits, IVR, Mapping	Butte-Silver Bow County	Development	Q2 2013
Burn Permits, IVR, Mapping	Powell County	Development	Q2 2013
Contract Management	Health and Human Services	Work Order	Q2 2013
Pilot Registration and Renewal	Transportation	Data Gathering	Q2 2013
Aircraft Registration and Renewal	Transportation	Data Gathering	Q2 2013
Nurse Aide Interstate Endorsement Registry Application	Health and Human Services	Prototype	Q2 2013
Nurse Aide and/or Home Health Registry Application	Health and Human Services	Prototype	Q2 2013
Nurse Aide and Home Health Registry Renewal Application	Health and Human Services	Prototype	Q2 2013
Application as Approval as Instructor – Nurse Aide Training Program	Health and Human Services	Prototype	Q2 2013
Alcohol Server Training	MTA	Work Order	Q2 2013
Safety Assessment	Health and Human Services	Work Order	Q2 2013
Budget Status Reporting – Phase II	Health and Human Services	Data Gathering	Q2 2013
Vocational Rehabilitation	Health and Human Services	Work Order	Q3 2013
Licensing	Health and Human Service	Work Order	Q3 2013
Lien Perfection and Release	Justice	Data Gathering	Q3 2013
Product Registration	Agriculture	Data Gathering	Q3 2013
Medical Marijuana Patient Registration	Health and Human Services	Development	Q4 2013
Medical Marijuana Patient Renewal	Health and Human Services	Development	Q4 2013

In Planning and Consideration Service	<u>Agency</u>
Burn Permits, IVR, Mapping	Stillwater County
Burn Permits, IVR, Mapping	Lincoln County
Burn Permits, IVR, Mapping	Granite County
Sentencing Information	Corrections
Grant Proposals	Transportation
Payment Portal	Justice
Admissions Application Payment Portal	UM – Missoula
Parking Commission Vehicle Records	Justice
Hazard Reduction Agreement Application	Natural Resources & Conservation
Real Estate Licensing and Leasing Payments	Natural Resources & Conservation
Worksite Wellness Application	Public Health & Human Services
Water Rights Reporting Requirements	Natural Resources & Conservation
Secure Client Portal	Health and Human Services
Montana Connections – simplified application	Health and Human Services
Housing Payments	Commerce
Donations Site	Commerce

CONSOLIDATED FINANCIAL REPORT

-Unaudited report-

INCOME STATEMENT

MONTANA INTERACTIVE

01/01/2012-09/30/2012

Operating revenues:

Operating revenue	\$	7,761,810
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Interest Income		0
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Total Revenues:		7,761,810
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Costs of Revenues:

Remittance to the state		2,519,405
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Total Cost of Revenues		2,519,405
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Net Revenue:	\$	5,242,405
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<i>Credit/debit card & merchant bank fees</i>		<i>1,190,210</i>
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<i>Infrastructure and communications costs</i>		<i>45,801</i>
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<i>Operating expenses</i>		<u><i>2,038,843</i></u>
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Total Operating expenses		-3,274,854
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Operating income (loss)		1,967,551
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Provision for tax		-783,096
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Net Income (Loss)	\$	1,184,455
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MONTANA INTERACTIVE, LLC**Balance Sheet****September 30, 2012**

	<u>September 30, 2012</u>
Assets	
Current assets	
Cash and cash equivalents	\$ 2,159,557
Receivables (net)	1,306,153
Other current assets	17,764
Total current assets	<u>3,483,474</u>
Noncurrent assets	
Long-term investments	-
Capital assets:	
Buildings/improvements	-
Furniture and fixtures	30,770
Equipment	172,448
Software	112,997
Intangible Assets	-
Less accumulated depreciation	(164,808)
Total capital assets	<u>151,406</u>
Deferred income taxes	0
Total noncurrent assets	<u>151,406</u>
Total assets	<u>\$ 3,634,880</u>
Liabilities	
Current liabilities	
Accounts payable	\$ 1,336,627
Accrued expenses	347,681
Estimated insurance payable	-
Compensated absences payable	-
Total current liabilities	<u>1,684,308</u>
Noncurrent liabilities	
Deferred income taxes, net	1,604,916
Intercompany activity	(2,522,804)
Lease/installment purchase payable	-
Estimated insurance claims	-
Compensated absences payable	-
Total noncurrent liabilities	<u>(917,888)</u>
Total liabilities	<u>766,420</u>
Member's equity	
Total member's equity	<u>2,868,461</u>
Total liabilities and member's equity	<u>\$ 3,634,881</u>

Services Cost Breakdown for Transaction Fund

The information below is presented to show the hours spent on developing and maintaining the services that have been built thus far. The chart is for informational purposes only - the agencies for which the services were built were not charged for the development or maintenance. The hours represented below do not contain hours for help desk, hosting, accounting support, marketing, and more.

Service Name	Technical Hours	Project Mngmt Hours	Total Production Costs	2012 Maint.	Total Maintenance Costs
Absentee Voter List Download	35 x \$65	28 x \$65	\$4,095	\$0.00	\$520
Accountability	20 x \$90	12 x \$90	\$2,880	\$0.00	\$360
Agenda Requests	82 x \$90	33 x \$90	\$10,350	\$0.00	\$0
Animal Health	68.5 x \$100	40.75 x \$100	\$10,925	\$3,372.00	\$3,372
Applications and Draws	750 x \$65	120 x \$45	\$54,150	\$0.00	\$27,665
Appointments	80 x \$65	40 x \$45	\$7,000	\$0.00	\$11,103
Asbestos Accreditation Application & Renewal	614 x \$90	270 x \$90	\$79,560	\$4,500.00	\$10,210
Banking and Financial Download	79 x \$65	69 x \$65	\$8,240	\$0.00	\$627
Banking and Financial Lookup	96 x \$65	77 x \$45	\$9,705	\$0.00	\$6,523
Bidder's List	363 x \$65	299 x \$65	\$43,030	\$250.00	\$14,202
Bison Permits	16 x \$100	11.25 x \$100	\$2,725	\$50.00	\$50
Brand Rerecords	262 x 90	130 x 90	\$35,280	\$1,000.00	\$34,432
Brand Rerecord IVR	10 x \$100	20 X \$100	\$3,000	\$0.00	\$0
Burn Permits, Map, IVR Missoula County (MC)	241.5 x \$100	60.75 x \$100	\$30,225	\$0.00	See L&C
Burn Permits, Map, IVR Teton County (TC)	34.5 x \$100	25.5 x \$100	\$6,000	\$0.00	See L&C
Burn Permits, Map, IVR Jefferson County (JC)	38 x \$100	20.5 x \$100	\$5,850	\$0.00	See L&C
Burn Permits Lewis & Clark County (L&C)	223.15 x \$85	200 x \$85	\$10,298	\$10,825.00	\$144,708
Burn Permits Interactive Voice Response (L&C)	85.5 x \$85	20 x \$85	\$8,968	\$0.00	\$4,281
Burn Permits Public Map (L&C)	15 x \$85	5 x \$85	\$1,700	\$0.00	\$5,450
Burn Permits Gallatin County (GC)	127 x \$90	51 x \$90	\$8,460	\$0.00	See L&C
Burn Permits Interactive Voice Response (GC)	10 x \$90	2 x \$90	\$1,080	\$0.00	See L&C
Burn Permits Public Map (GC)	15 x \$90	2 x \$90	\$1,530	\$0.00	See L&C
Burn Permits Madison County (MAC)	75 x \$90	25 X \$90	\$6,480	\$0.00	See L&C
Burn Permits Interactive Voice Response (MAC)	10 x \$90	2 X \$90	\$1,080	\$0.00	See L&C
Burn Permits Public Map (MAC)	15 x \$90	2 X \$90	\$1,530	\$0.00	See L&C
Burn PermitsBroadwater County (BWC)	125 x \$90	75 X \$90	\$18,000	\$0.00	See L&C
Burn Permits Interactive Voice Response (BWC)	10 x \$90	2 X \$90	\$1,080	\$0.00	See L&C
Burn Permits Public Map (BWC)	15 x \$90	2 X \$90	\$1,530	\$0.00	See L&C
Burn Permits, Map, IVR Cascade County (CC)	100 x \$90	29 x \$90	\$11,610	\$0.00	See L&C
Business Entity Annual Report	1202 x \$105	408 x \$85	\$160,890	\$8,850	\$187,690

Service Name	Technical Hours	Project Mngmt Hours	Total Production Costs	2012 Maint.	Total Maintenance Costs
Business Entity Search	430 x \$105	160 x \$85	\$58,750	\$950.00	\$70,109
Business Tax Express - COGS	80 x \$65	20 x \$45	\$6,100	\$0.00	\$4,202
Business Tax Express - LFT	40 x \$65	10 x \$45	\$5,675	\$0.00	\$4,882
Business Tax Express - RVT	80 x \$65	25 x \$45	\$6,325	\$0.00	\$4,882
Business Tax Express - Cigarette	90 x \$65	10 x \$45	\$6,300	\$0.00	\$4,967
Business Tax Express - Corporate	40 x \$65	10 x \$45	\$3,050	\$0.00	\$4,642
Business Tax Express - Credit Cards	176 x \$65	10 x \$45	\$11,890	\$0.00	\$0
Business Tax Express - Liquor	80 x 65	10 x \$45	\$5,650	\$0.00	\$2,527
Business Tax Express - Withholding	323 x \$105	98 x \$85	\$0	\$725.00	\$192,858
Business Tax Express – Brewery	27 x \$85	14 x \$85	\$3,485	\$0.00	\$200
Business Tax Express – Winery	27 x \$85	14 x \$85	\$3,485	\$0.00	\$200
Business Tax Express – Mineral Royalty Withholding	27 x \$85	14 x \$85	\$3,485	\$0.00	\$23,044
Candidate Filing	260 x \$85	184.5 x \$85	\$37,783	\$4,650.00	\$42,510
				\$15,475.0	
Candidate Registration	165 x \$75	83 x \$75	\$0	0	\$28,873
				\$13,375.0	
Candidate Reporting	160 x \$75	79 x \$75	\$0	0	\$72,002
				\$12,000.0	
Candidate Upload	160 x \$75	79 x \$75	\$0	0	\$21,952
Candidate Search	81 x 75	37 x 75	\$35	\$3,300.00	\$10,910
Candidate Download	81 x 75	37 x 75	\$0	\$0.00	\$5,860
Certified Copies	119 x \$105	59 x \$85	\$17,510	\$25.00	\$24,227
Charitable Giving Payment Processor	47 x \$75	9 x \$75	\$4,200	\$0.00	\$2,300
				\$10,450.0	
Child Support Payments	427 x \$75	341 x \$75	\$57,600	0	\$25,272
Child Support Payment Display	466 x \$105	188 x \$85	\$64,910	\$1,775.00	\$7,148
Civil Rights/DBE Tracker	140 x \$105	70 x \$85	\$20,650	\$0.00	\$3,360
Coloring Contest	80 x \$105	80 x \$85	\$15,200	\$0.00	\$2,040
Commerce Cute Chat	0	9.25 x \$100	\$425	\$0.00	\$4,048
Committee Registration	817 x 75	384 x 75	\$90,075	\$3,825.00	\$5,850
Committee Reporting	817 x 75	384 x 75	\$63,075	\$4,600.00	\$13,130
Committee Upload	817 x 75	384 x 75	\$90,075	\$0.00	\$0
Committee Search	84 x \$75	39 x \$75	\$9,225	\$525.00	\$938
Committee Download	84 x \$75	39 x \$75	\$9,225	\$0.00	\$0
Commercial and Non-Commercial Registered Agent Lookup	198 x \$85	120 x \$85	\$27,030	\$0.00	\$1,170
Conference Registration	1402 x 65	530 x \$45	\$114,980	\$8,075.00	\$71,085
Continuing Education – Electricians	129 x \$65	87 x \$45	\$12,300	\$650.00	\$15,790
Continuing Education – Plumbers	130 x \$65	87 x \$45	\$12,365	\$100.00	\$10,498
Continuing Education - Realty	746 x \$65	367 x \$45	\$65,005	\$650.00	\$31,584
Convicted Offender Network	390x \$105	160 x \$85	\$54,550	\$3,400	\$65,282
Corporate Records	157 x \$105	102 x \$85	\$25,155	\$200.00	\$2,522
Criminal History Background Search	548 x \$75	348 x \$75	\$58,240	\$3,925.00	\$25,147
Dealer Agent Licensing Application	83 x \$90	30 x \$90	\$10,170	\$175.00	\$355

Service Name	Technical Hours	Project Mngmt Hours	Total Production Costs	2012 Maint.	Total Maintenance Costs
Dealer Agent Licensing Renewal	91 x \$90	30 x \$90	\$10,890	\$1,450.00	\$1,945
Debt Collection	139 x \$90	52 x \$90	\$17,191	\$0.00	\$1,460
DOT Pavement Analysis	107 x \$65	55 x \$45	\$9,430	\$1,075.00	\$8,878
Donate Life Montana	62 x \$85	40 x \$85	\$0	\$0.00	\$405
Driver Control Record Access	470 x \$105	160 x \$85	\$62,950	\$0.00	\$166,038
Driver Practice Exam Mobile	24 x \$90	6 x \$90	\$2,700	\$0.00	\$0
Driver Record Search	340 x \$105	160 x \$85	\$49,300	\$725.00	\$90,415
Driver Record Search Public	202 x \$65	178 x \$45	\$21,140	\$4,400.00	\$14,695
eBill Payment Portal Suite	121 x \$85	45 x \$85	\$14,110	\$550.00	\$1,160
eBill Payment Portal	See eBill	See eBill	See eBill	\$0.00	\$0
Educator Licensing Application	390 x \$90	127 x \$90	\$46,530	\$225.00	\$4,948
Educator Licensure	262 x \$105	136 x \$85	\$39,070	\$2,025.00	\$47,502
Educator Licensure Lookup	146 x \$105	72 x \$85	\$21,450	\$100.00	\$1,195
Electrical Permits	381 x \$65	251 x \$65	\$41,080	\$0.00	\$10,564
Electrical Permit Lookup	125.3 x 65	106 x \$65	\$19,805	\$0.00	\$386
End of Life Registry	96.5 x \$65	73 x \$45	\$9,558	\$0.00	\$6,672
ePass Montana	1280 x \$65	710 x \$65	\$129,350	\$7,200.00	\$84,415
ePassport	320 x \$105	220 x \$85	\$52,300	\$0.00	\$17,850
ePayments	80 x \$90	82 x \$90	\$14,580	\$2,750.00	\$8,948
GIS State Database Collaboration	18 x \$85	5 x \$85	\$0	\$0.00	\$0
Governor Admin	60 x \$65	20 x \$45	\$4,800	\$0.00	\$16,570
Historical Society Memberships	472 x \$105	182 x \$85	\$65,625	\$775.00	\$25,309
Historical Society Shopping Cart	156 x \$105	119 x \$85	\$26,495	\$0.00	\$25,982
				\$18,750.0	
Hunting and Fishing Licenses	2201 x 105	842 x \$85	\$302,675	0	\$397,103
Income Tax Express	378 x \$105	162 x \$85	\$53,460	\$3,475.00	\$86,088
Income Tax Express - Mobile	100 x \$100	70 x \$100	\$17,000		
Income Tax Express Short Form	251 x \$105	142 x \$85	\$38,425	\$0.00	\$0
Inmate Banking - Deer Lodge & MT Women's Prison	244 x \$90	164 x \$90	\$36,720	\$2,575.00	\$5,353
Live Help - Labor & Industry	6 x \$90	7 x \$90	\$870	\$0.00	\$0
Live Tables - Gambling	180 x \$100	100 x \$100	\$28,000	\$0.00	\$0
Lobbyist & Principal Search/Download	160 x \$65	59 x \$65	\$0	\$0.00	\$18,924
Market Permits	109 x \$85	40 x \$85	\$12,665	\$750.00	\$9,335
Meter Reads - Gambling	315 x \$65	191 x \$65	\$32,890	\$2,125.00	\$24,894
	See	See			
Montana Connections – Prescreening Application	Application	Application	\$0	\$0.00	\$0
Montana Connections – Application TANF, SNAP, HMK, Medicaid	2059 x \$90	644 x \$90	\$0	\$100.00	\$16,118
Motor Carrier Service	160 x \$105	80 x \$85	\$23,600	\$0.00	\$18,347
Nominations	30 x \$65	10 x \$45	\$2,400	\$0.00	\$7,148
Nursery Shopping Cart and Administrative Site	235 x \$75	169 x \$75	\$30,300	\$50.00	\$6,133
Nurses Aid Lookup	26 x \$85	18 x \$85	\$3,740	\$0.00	\$340

Service Name	Technical Hours	Project Mngmt Hours	Total Production Costs	2012 Maint.	Total Maintenance Costs
Organ Donation Payment Portal	21 x \$85	9 x \$85	\$0	\$0.00	\$0
Parole Violators	36 x \$105	14 x \$85	\$4,970	\$0.00	\$1,165
Payment Processor			\$0	\$0.00	\$41,805
Payment Portal – America's Professorship UM	22 x \$85	35 x \$85	\$4,845	\$625.00	\$985
Payment Portal – Building Codes Over the Counter	296 x \$90	246 x \$90	\$48,690	\$5,375.00	\$60,383
Payment Portal – Building Codes Online	See OTC	See OTC	See OTC	\$0.00	\$0
Payment Portal – Lewis & Clark Swipes	-	-	\$0	\$0.00	\$0
Payment Portal – Lobbyist Registration	37 x \$85	20 x \$85	\$4,845	\$0.00	\$1,620
Payment Portal - TAP	25 x \$90	17 x \$90	\$3,780	\$1,225.00	\$2,468
Payment Portal – UM Pharmacy	24 x \$85	9 x \$85	\$2,805	\$50.00	\$220
Payment Portal – UM Physical Therapy	24 x \$90	15 x \$90	\$3,510	\$50.00	\$150
Payment Portal - Professional Licensing	See OTC	See OTC	See OTC	\$8,000.00	\$8,000
Payment Portal – UM Tech	21.8 x \$65	24 x \$65	\$2,977	\$25.00	\$1,509
Payment Portal - Admissions Application MT Western	35 x \$85	20 x \$85	\$4,675	\$0.00	\$0
Permits – Gambling	410 x \$65	140 x \$65	\$35,750	\$400.00	\$13,467
Pesticide Continuing Education Credit Lookup and Training Registration	432 x \$65	337 x \$45	\$0	\$0.00	\$18,787
Pesticide Continuing Education Credit Lookup and Training Registration – Private Applicators	-	-	\$0	\$1,500.00	\$1,500
Pesticide Reporting Tool	72 x \$85	69 x \$85	\$11,985	\$0.00	\$405
Plan First - Family Planning	600 x \$100	255 x \$100	\$0	\$0.00	\$0
Pre-Filled Annual Reports	192 x \$90	72 x \$90	\$23,760	\$825.00	\$9,430
Prescription Drug Registry (Registration, Upload)	1917.50 x \$100	133.25 x \$100	\$205,075	\$89,965.00	\$89,965
Professional License admin and display	20 x \$65	40 x \$45	\$4,700	\$0.00	\$260
Professional License Renewal	369 x \$105	876 x \$85	\$113,205	\$400.00	\$476,649
Professional License Renewal Specialties	190 x \$35	70 x \$45	\$15,500	\$0.00	\$2,320
Professional Licensee Lists	108 x \$75	73 x \$75	\$13,575	\$1,200.00	\$13,231
Professional Licensee Lookup	257 x \$105	140 x \$85	\$38,885	\$300.00	\$24,788
Payment Processing - Missoula County	44 x \$100	164 x \$100	\$20,800	\$5,000.00	\$5,000
PSAP	39 x \$105	14 x \$85	\$0	\$350.00	\$12,748
Radio Frequency Permitting	181 x \$105	106 x \$85	\$28,015	\$0.00	\$19,015
Radiology Administration	288 x \$65	38 x \$45	\$20,430	\$0.00	\$6,205
Radiology Inspections	359 x \$65	23 x \$45	\$24,370	\$0.00	\$2,405
Radiology Registration	341 x \$65	237 x \$45	\$32,830	\$0.00	\$8,545
Recognition Award	40 x \$85	9 x \$85	\$4,165	\$0.00	\$4,950
Record Search	232 x \$105	10 x \$85	\$25,210	\$0.00	\$11,964

Service Name	Technical Hours	Project Mngmt Hours	Total Production Costs	2012 Maint.	Total Maintenance Costs
Registered Principal Search	712 x \$105	316 x \$85	\$101,620	\$0.00	\$51,083
Renewals – Gambling	80 x \$65	15 x \$65	\$6,175	\$3,500.00	\$29,015
Residency Verification	12 x \$105	2 x \$85	\$1,430	\$0.00	\$4,185
Search Engine	-	-	\$13,625	\$3,000.00	\$63,635
Searchable Properties Service	160 x \$105	80 x \$85	\$0	\$0.00	\$4,395
Security Application Scan	-	-	\$350	\$0.00	\$0
Sheep Permits	98 x \$75	41 x \$75	\$11,815	\$500.00	\$6,178
Shopping Cart Sales	300 x \$105	100 x \$85	\$40,000	\$1,050.00	\$65,350
State eCalendar Service	330 x \$105	150 x \$85	\$47,400	\$1,125.00	\$59,037
State MINE eCalendar	34 x \$85	16 x \$85	\$4,250	\$0.00	\$90
Subdivision Application	1558 x \$65	662 x \$65	\$0	\$0.00	\$9,168
Suggestion Submission	70 x \$65	25 x \$45	\$5,675	\$0.00	\$5,197
Sexual & Violent Offender Registry Download	176 x \$65	116 x \$45	\$16,660	\$0.00	\$2,735
Tank Helper	519 x \$65	174 x \$65	\$0	\$0.00	\$8,938
Tank Helper II	668 x \$90	378 x 90	\$0	\$6,150.00	\$13,170
Taxes – Gambling	108 x \$65	38 x \$65	\$9,490	\$1,500.00	\$25,755
				\$28,260.0	
Temporary Registration Permits (TRP)	1,921x \$65	686 x \$45	\$155,735	0	\$270,150
Temporary Registration Permits - Customer Expansion	437 x \$65	402 x \$45	\$46,495	\$2,850.00	\$125,535
Temporary Registration Permits-Expanded Permits and County System	-	-	See TRP	\$0.00	\$0
Temporary Registration Permits Security Interest	-	-	See TRP	\$0.00	\$0
Temporary Registration Permits Dealership Logo	See TRP	25 x \$90	\$2,250	\$225.00	\$505
Trooper Memorial Fund	25 x \$90	32 x \$90	\$5,130	\$0.00	\$0
UCC Bulk Data	166 x \$105	70 x \$85	\$23,380	\$100.00	\$10,761
UCC Filings	1181 x \$65	1168 x \$45	\$129,325	\$4,325.00	\$29,804
UCC Search	563 x \$105	356 x \$85	\$89,375	\$2,650.00	\$50,151
UI4Employers	885 x \$65	716 x \$45	\$0	\$2,400.00	\$22,183
UI4Employers Phase II	915 x \$75	364 x \$75	\$44,451	\$0.00	\$0
UI4U Claim Filing	1810 x \$65	405 x \$45	\$0	\$2,350.00	\$141,308
		See	See		
University of Montana –Western Shopping Cart	See Shopping Cart	Shopping Cart	Shopping Cart	\$0.00	\$0
University - On Campus Housing Payments - Western	30 x \$100	18 x \$100	\$4,775	\$0.00	\$0
University Tuition Payments	290 x \$105	208 x \$85	\$48,130	\$3,350.00	\$70,804
University Tuition Payments - Helena	70 x \$90	29 x \$90	\$8,910	\$625.00	\$1,940
University Tuition Payments - MT Tech	71 x \$65	39 x \$45	\$6,370	\$800.00	\$5,427
University Tuition Payments – Western	92 x \$65	43 X \$65	\$775	\$775.00	\$4,032
University Tuition Payments Accounting	88 x \$65	20 x \$45	\$6,620	\$0.00	\$8,678
Vehicle Registration Renewal	271 x \$85	253 x \$85	\$44,540	\$7,950.00	\$59,456

Service Name	Technical Hours	Project Mngmt Hours	Total Production Costs	2012 Maint.	Total Maintenance Costs
Vehicle Search	310 x \$105	165 x \$85	\$46,575	\$7,250.00	\$179,600
Vehicle Search Public	See Vehicle Search	See Vehicle Search	See Vehicle Search	\$0.00	\$0
Vehicle Search State Agencies	See Vehicle Search	See Vehicle Search	See Vehicle Search	\$0.00	\$0
Vehicle Search TRP	See Vehicle Search	See Vehicle Search	See Vehicle Search	\$0.00	\$0
Virtual Cashier	216 x \$105	116 x \$85	\$32,540	\$0.00	\$26,235
Victim's Database	555 x \$90	555 x \$90	\$0	\$21,000.00	\$87,070
Virtual Terminal	264 x \$105	124 x \$85	\$38,260	\$13,300.00	\$98,245
Vital Records	1501 x \$125	174 x \$90	\$216,080	\$24,200.00	\$57,405
Voter File	345 x \$105	750 x \$125	\$49,910	\$2,625.00	\$30,905
Voter File Version II	345 x \$85	161 x \$85	\$47,685	\$0.00	\$2,464
Voter Information and Polling Place Locator	136 x \$85	207 x \$85	\$0	\$4,725.00	\$18,071
Voter Information and Polling Place Locator - Mobile	173 x \$100	90 x \$85	\$25,900	\$500.00	\$500
Voter Information and Polling Place Locator - Native	88 x \$100	86 x \$100	\$13,200	\$0.00	\$0
Voter Verification	179 x \$105	44 x \$100	\$25,425	\$300.00	\$3,190
Voter Verification Version II	109 x \$85	78 x \$85	\$13,940	\$0.00	\$1,785
Yellowstone Service Security	44 x \$105	55 x \$85	\$0	\$0.00	\$1,265
		-	\$0	\$0.00	\$1,265

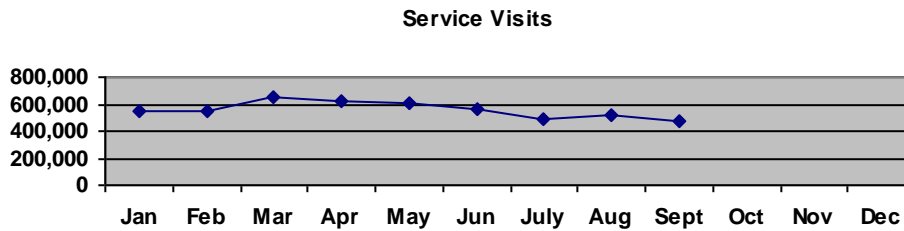
Service Name	Technical Hours	Project Mngmt Hours	Total Production Costs	2012 Maint.	Total Maintenance Costs
			\$4,845,946	\$429,472	\$4,878,018

Costs represent total for the life of the service. This work is provided at no cost to the state. Agency funded projects are represented as \$0 under Total Production Costs, but may accrue costs under the transaction funded model for maintenance and enhancements throughout the life of the service.

NOTE: Projected development and project management costs have changed from \$105 and \$85 to \$65 and \$45, then to the same fee for both the development and project teams that started at \$65 then \$75 to \$85, \$90 and to \$100 respectively. These costs are based on the rates charged by State of Montana Information Technology Services Division, and are re-evaluated yearly. These costs are generally significantly below market value rates.

SERVICE ACCESSES

app.mt.gov (mt.gov Online Services)



Services with highest visits on app.mt.gov for 2012

Service	
Unemployment Insurance Filing	1,908,655
Convicted Offender Network	588,026
Child Support Payment Display	309,509
Business Entity Search	343,400
Temporary Registration Permit	238,720
Business Entity Annual Report	59,592
Hunting and Fishing Licenses	59,514

Service Accesses

Month	Visits 2011	Visits 2012
January	595,872	541,577
February	527,198	547,631
March	623,437	656,102
April	563,147	629,061
May	593,846	602,030
June	547,203	570,362
July	491,996	484,761
August	524,271	522,920
September	468,071	469,924
October	504,925	
November	471,563	
December	481,415	
Total	6,392,944	



IN CLOSING

As always, I welcome your thoughts and feedback.

I can be reached at 449-3468 xt 227 or email at sandimiller@mt.gov

Respectfully Submitted,
Sandi Miller
General Manager